



Count on more.

**Basic inquiries** Available balance, transaction declines, payment verification, Card activation, Billing disputes, Replacement cards, Statement requests, Request for account CVV code (three digit security code), Card credit limit increases and strategy changes at our **Commercial Client Service Call Center (888-494-5141)**. Support hours are M - F, 7 a.m. – 7 p.m., and Saturday 8 a.m. – 5 p.m. All hours are Central Time. Outside of those hours you can call our general **Cardholder Customer Service Call Center (800-821-5184)** 7a.m.-11p.m seven days a week.

**Lost/Stolen** Lost or stolen cards can be reported to the UMB Bank Card Center Security Department toll-free number **(800-821-5184)** 24 hours a day, seven days a week by the cardholders.

**Complex inquiries** Intellilink questions, Commercial Card Center, Account Maintenance Tool, balancing questions, payment posting errors and strategy revisions (all KA strategy changes must be approved by Tim Hund). For all state agencies except KDOT & State Universities contact **Matt Wagner** at **816-843-2160** or e-mail [matthew.wagner@umb.com](mailto:matthew.wagner@umb.com) hours are M-F 8a.m.-5p.m. KDOT & State Universities contact **Beckey Prue** at **816-843-2246** or e-mail [Rebecca.prue@umb.com](mailto:Rebecca.prue@umb.com) hours are M-F 7a.m.-4p.m.

**SMART Inquiries** Contact the **SMART Service Desk at 785-368-8000** Opt. 2 M-F 8a.m.-5p.m.

#### **Other Contacts**

**Tim Hund** (785) 368-6347 or e-mail [Tim.Hund@da.ks.gov](mailto:Tim.Hund@da.ks.gov)

**Ron Sager (UMB)** 816-843-2261 or e-mail [Ron.sager@umb.com](mailto:Ron.sager@umb.com)

**Fraud Verification:** 800-337-3392

**Visa Travel & Emergency Assistance:** 800-Visa-911